



CITY OF SAN DIEGO

## CHAIRPERSON'S REPORT

TO THE:

CITY COUNCIL STRONG MAYOR-STRONG COUNCIL TRANSITION COMMITTEE

Scott Peters, District 1, Chair  
Michael Zucchet, District 2 Councilmember  
Toni Atkins, District 3 Councilmember  
Tony Young, District 4 Councilmember  
Brian Maienschein, District 5 Councilmember  
Donna Frye, District 6 Councilmember  
Jim Madaffer, District 7 Councilmember  
Ralph Inzunza, District 8 Councilmember

DATE: June 15, 2005  
ATTENTION: City Council Transition Committee  
Meeting of June 16, 2005  
SUBJECT: Constituent Services

### SUMMARY

#### Issues

Determine the process in which constituent services will be managed under the new form of government.

#### Chairperson's Recommendations

The Chair concurs with the consultant's recommendations.

1. Council Members be provided a budget to hire constituent service and policy staff as the Member sees fit;  
Consultant: Concur

2. Implement a monitoring system for constituent requests. This system should be accessible to both the Council and the city departments to track and review the administration's responsiveness to constituents. When the budget becomes available this system should some day be integrated with a city wide call center, or "311 system". Eventually all Council members should have on-line request forms that are also integrated with the 311 system;  
Consultant: Concur
3. Establish a process in which the Citizens' Assistance Program Manager would provide quarterly reports to the Council Committee that oversees Neighborhood Services. This would provide an opportunity for the public to hear of constituent concerns within their communities; and the Council Members to publicly express their concern about any lack of constituent service effectiveness within their Council districts; and  
Consultant: Concur
4. Establish, through the budget, liaison positions in certain, high priority departments whose sole purpose is to respond to Council requests.  
Consultant: Concur

Respectfully submitted,



---

Councilmember Scott Peters  
Chair, Council Transition Committee